

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: COMMUNITY SERVICES OFFICER
COMMUNITY SERVICES DIVISION
POLICE DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, performs law enforcement work in participating in the department's programs and general law enforcement work to ensure the strict enforcement of State and local laws relating to public safety and welfare. Work involves serving as a liaison between the community and the Police Department and educating the community of crime prevention. Employee works under stressful, high-risk conditions. Reports to the assigned Sergeant.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Performs Drug Abuse Resistance education.

Teaches Rape Aggression Defense (Women's Personal Safety).

Performs Crime Prevention presentations to civic groups and schools.

Fingerprints citizens.

Installs child seats.

Investigates juvenile runaways.

Answers citizens' questions over the telephone about laws and police matters.

Performs massage and alcohol beverage control background investigations.

Performs Town Blood Driver recruitment.

Serves as Public Information Officer.

Performs patrol duties.

Serves as Auxiliary Officer Coordinator.

Coordinates Cops and Kids Fun Run and Bike Rodeo.

Conducts Home Security surveys.

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Receives and/or reviews various records and reports such as case reports.

Prepares and/or processes various records and reports such as case reports.

Refers to case reports, background applications, general orders, administrative orders, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a vehicle and a variety of equipment such as copy machine, desktop computer, etc.

Uses a variety of tools such as automatic gun, expandable baton, handcuffs, etc.; a variety of supplies such as paper, general office supplies, etc.; and a variety of computer software such as CAD/RMS, Microsoft Office, etc.

Interacts and communicates with various groups and individuals such as the Sergeant, school age children, women in the community, Police volunteers, co-workers, and the general public.

ADDITIONAL JOB FUNCTIONS

Serves as Fitness Coordinator.

Assists the Chief of Police's Secretary with social events such as award ceremonies, Santa's Ride, etc.

Performs general administrative/office duties as required, including typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, establishing and maintaining filing systems, etc.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent supplemented by seven years of experience in law enforcement; or any equivalent combination of education, training, and experience, which provides the required knowledge, skills, and abilities. Must have certification as a DARE Instructor, Crime Prevention Specialist, and Defensive Tactics Instructor. Must have successfully completed required law enforcement courses and possess required law enforcement certifications. Must possess a valid State driver's license.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve the ability to exert moderate, though not constant, physical effort, typically involving some combination of driving, walking, running, climbing and balancing, stooping, kneeling, crouching and crawling, and which involves the lifting, carrying, pushing and pulling of moderately heavy objects and materials (up to 50 pounds), and occasionally heavy objects (100 pounds or more). While performing police work, must be able to defend one's self from assault and to restrain suspects of varying weights.

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Data Conception: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange pertinent and vital information to co-workers. Includes the receiving of information and instructions from supervisor and the giving of assignments and directions to trainees.

Language Ability: Requires ability to read a variety of law books, maps, policy and procedure manuals, criminal records, etc. Requires the ability to prepare reports, correspondence, records, etc. with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret an extensive variety of instructions in mathematical, written, oral, diagrammatic or schedule form; to deal with several abstract and concrete variables. Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions. Must be able to communicate effectively and efficiently with persons of varying educational and cultural backgrounds and in a variety of technical and/or professional languages including law enforcement, training, etc.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion. Must be able to use practical applications of statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape; identify degrees of similarity or difference in shades, forms, etc.; and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery, firearms and other special equipment; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, firearms, etc. Must have significant levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, night vision, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency, unusual or dangerous situations. The worker may be subject to danger or risk to a significant degree, or to tension as a regular, consistent part of the job.

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Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of the Community Services Division of the Police Department as they pertain to the performance of duties of the Community Services Officer. Has considerable knowledge of the functions and interrelationships of the department, Town, and other governmental agencies. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Is able to help ensure departmental compliance with all laws and regulations and control the activities of the department. Is able to offer instruction and advice to subordinates regarding departmental policies, methods, and regulations. Is able to offer training and assistance to co-workers and employees of other departments as required. Is able to help plan and develop daily, short- and long-term goals related to department purposes. Is able to make sound, educated decisions. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to work under stressful or dangerous conditions, often involving considerable personal risk or risk to others. Is able to perform duties under the pressure of very high expectations for exemplary and non-erring leadership, management, professionalism and implementation of law enforcement procedures. Has considerable knowledge of the structure, function, and inter-relationships of State and local law enforcement agencies. Has considerable knowledge of up-to-date law enforcement procedures. Has knowledge of and the ability to plan and supervise programs and operations based on the concepts of community policing and problem-solving. Has considerable knowledge of firearms, automotive, radio, and other law enforcement equipment. Is skilled in the use of firearms. Has considerable knowledge of civil process procedures. Has considerable knowledge of legal rights of accused persons and law enforcement. Has considerable knowledge of criminal behavior and methods of operation. Is able to deal courteously, yet firmly and effectively with the public in police situations. Is able to communicate effectively with a wide variety of public and private groups and is persuasive in such communication. Has knowledge of the layout of local roads and of the locations and characteristics of the various neighborhoods. Is able to work in uncomfortable and/or dangerous conditions as necessary, including excessive heat or cold, wetness and humidity, and exposure to noise, smoke, toxic agents, dusts, disease, machinery hazards, explosives, light intensity, electrical currents, and violence. Is able to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of modern office practices and technology; has skill in the use of computers for word and data processing. Has the mathematical ability to handle required calculations. Is able to read and interpret relatively complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Has thorough knowledge of the terminology and various professional languages used within the department.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Writes accurate reports of events. Provides accurate oral description of events. Maintains weapons use proficiency via the maintenance of target practice skills. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

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Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations. Patrols assigned area in vehicle. Collects and preserves evidence. Explains nature of complaints to offenders, witnesses and victims. Reviews information or criminal activity in area.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas. Advises persons of constitutional rights. Ensures that assigned sectors are patrolled with diligence and resoluteness. Responds to law enforcement calls promptly and reliably. Requests emergency assistance for accidents.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction. Uses initiative to investigate suspicious persons and vehicles.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors, including the firing of weapons while on duty, the encountering of armed suspects, the use of deadly force when necessary and the subduing and arresting of resisting/attacking individuals. Gives warning to offenders in lieu of arrest or citation. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment whenever possible.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra-and inter-departmentally. Exchanges necessary information with other officers. Participates in meetings with other officers. Informs other units of major incidents. Escorts emergency vehicles.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Interacts and works effectively with citizens. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Comforts emotionally upset individuals, talks with people to establish rapport. Advises victims, witnesses and offenders on legal procedures. Engages in the mediation of family disputes when appropriate. Refers people to agencies providing social services. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal

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schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety standards, including the handcuffing of suspects and prisoners, the conducting of frisk and pat downs, the recovery of weapons from suspects who give up, performing evasive maneuvers to recovery weapons and the operation of vehicles in both emergency and non-emergency situations and conditions. Adheres to established housekeeping standards, including the cleaning and inspection of weapons. Checks condition and status of assigned patrol equipment/vehicle. Ensures that safety and housekeeping standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.